



# Who do I call?

This guide tells you who can best answer your questions – your CHIP health plan, the CHIP premium line, or your eligibility worker. It also answers common questions for families who have CHIP.

## Health Plans

CHIP has 2 health plans. You get to pick which one you want. Your eligibility worker will give you a chart to help you pick. Your health plan will:

- Process your medical claims
- Send you medical cards
- Send you a booklet of health care providers for you to choose from
- Pre-authorize procedures when needed

Here are the health plan phone numbers:

### Medical

- Molina Health Care of Utah  
801-858-0400 or toll-free 1-888-483-0760
- Public Employees Health Program (PEHP)  
801-366-7555 or toll-free 1-800-765-7347

### Dental

- Public Employees Dental Program (PEDP)  
801-366-7555 or toll-free 1-800-765-7347

## Common health plan questions:

### When will I get my medical card?

Your health plan should send you a card within 4-6 weeks. If you don't get your card, call the health plan that you chose. If you lose your card, please call your health plan. Molina or PEHP will send you a card for each family member on CHIP.

### What should I do if my children need health care before we get the medical card?

Call your CHIP health plan and they will help you. (In some cases you will need to pay for services and then be reimbursed).

### Will I get a new card if I add a family member to CHIP?

If you are covered through Molina, and you add a family member to CHIP, you will get a card for that child.

PEHP issues one medical card per family. If you are covered by PEHP and you add a family member, you will not get a new card.

### How do I know what is covered by CHIP?

Your health plan will send you a packet with covered expenses, information about pre-authorization, and a list of providers you may use. This packet will arrive with your insurance card. Call your health plan if you don't get it within 4-6 weeks.

## Premiums

Most CHIP families are required to pay a premium every quarter. Some families aren't asked to pay a premium, like Native Americans and those who are exempt because of their income. By paying your premiums, you are helping CHIP cover more children.

If you are required to pay a premium, you will receive a quarterly premium statement, due in February, May, August, and November of each year. Depending on your income you will either pay nothing, \$13 per quarter, or \$25 per quarter, no matter how many kids are in your family. You won't be asked to start paying premiums until the second quarter you are on CHIP.

If you would like to pay your premiums by credit card or if you have premium questions, call the toll-free CHIP premium number at 1-866-772-1261.

## What is the maximum I need to pay?

Most people on CHIP are required to pay premiums and co-pays. But, CHIP will not ask you to pay more than 5% of your family's income (minus your CHIP quarterly premiums) in copays and premiums per year (July 1st – June 30<sup>th</sup>).

Save your copay receipts so you can show how much you paid. If you think you may be getting close to this amount, call us toll-free at 1-866-772-1261.

## Eligibility Worker

Your eligibility worker takes your CHIP application, processes it, and determines if you are eligible. Your worker also conducts your annual review, and helps you choose a health plan.

You are required to call your eligibility worker to:

- Report changes in your household, like family size, income changes, etc.
- Let them know if you move to a new address or out of state.
- Let them know, within 10 days, if you enroll in other health insurance or insurance becomes available through your work.

Your eligibility worker can also help you if you have family members on Medicaid, the Primary Care Network, or Covered at Work.

Write in your eligibility worker's name and phone number here for future reference:

Name:

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Phone number:

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CHIP is a program of the  
Utah Department of Health